

STATE OF MICHIGAN
DEPARTMENT OF ATTORNEY GENERAL

Carol L. Isaacs
Deputy Attorney General



P.O. Box 30213
LANSING, MICHIGAN 48909

MICHAEL A. COX
ATTORNEY GENERAL

Dear Consumer:

In response to your request, attached is a consumer complaint form. Please review the filing information and complete the form so that we may assist you in the most efficient manner possible.

CONSUMER COMPLAINT FILING INFORMATION

PLEASE BE AWARE that complaints or inquiries become public records when they are submitted to the Attorney General's office, and under the Michigan Freedom of Information Act, copies may be subject to disclosure to anyone who asks for them.

How Information You Submit To Our Office Will Be Used

If you submit a complaint, a copy of the complaint may be sent to the business about whom the complaint is issued and may be sent to other governmental agencies for their review. Some complaints may become the subject of civil or criminal cases and may be subject to disclosure as part of a court proceeding. Any information that you give to us will not be sold, rented, or leased to third parties and will only be used by us to respond to you or investigate your complaint. We strongly urge you **NOT** to submit sensitive information, such as your Social Security number or credit card information, unless it is absolutely necessary for the investigation of your complaint. If you believe that you must submit such information, please send the complaint and any attachments by mail.

Processing Information

The Consumer Protection Division of the Attorney General's office helps consumers each year by mediating complaints that fall within our jurisdiction. In many cases our assistance will help you obtain an acceptable resolution to your problem. However, if our mediation is not successful, the Attorney General cannot act as a private attorney on your behalf.

The Consumer Protection Division receives many thousands of consumer complaints and inquiries; thus, it may take several weeks for your complaint or inquiry to be fully processed. Your patience is appreciated. Upon receipt of your consumer complaint or inquiry, we will send you correspondence confirming receipt and informing you of the Attorney General file number assigned to your correspondence. Include this number with all subsequent correspondence.

For consumer complaints we will in most cases write to the business and enclose a copy of your correspondence. The business will be asked to respond to our office. We will contact you in writing after we have received a reply from the business. If we do not hear back from the business within 30 days, we will recontact them regarding your complaint.

In some cases, the Consumer Protection Division may be unable to obtain any cooperation from the business. If the business refuses to respond, we will confirm this to you in writing. You may then want to consider filing suit in Small Claims Court or consulting with a private attorney to review your legal options.

Filing Instructions

1. All complaints and inquiries should be submitted using our **Do-Not-Call Complaint** form.
2. Do not file a new form for follow-up or additional information but instead provide this information as detailed in paragraph 5.
3. Be sure to include the address and telephone number of the business you are complaining about, as well as your home address and telephone number. Accurate fax numbers and e-mail addresses will expedite the processing of your complaint.
4. Complaint details: Describe your problem, what attempts you have made to correct it, and how you would like to have the problem resolved.
5. It is very important that you include copies of documents that relate to your complaint. Examples: warranties, bills, guarantees, contracts, invoices, checks (both sides), etc. **DO NOT SEND ORIGINALS.** Please make certain your documents have some identifying information (Attorney General file number, or your name and date) so that we are able to match your information with your complaint. All documents should be on 8-1/2" x 11" single-sided paper. You may send documents that relate to your complaint as follows:

Consumer Protection Division
P.O. Box 30213-7713
Lansing, MI 48909

Facsimile: 517-241-3771

Send by regular mail or fax as listed above. If you have any questions, please call the Consumer Protection Division Monday through Friday from 8:00 AM to 4:30 PM at (517) 373-1140 or toll free 1-**877**-765-8388.

Sincerely,

MICHAEL A. COX
Attorney General

Consumer Protection Division
(517) 373-1140 – Local
(877) 765-8388 - Toll Free



MICHIGAN DEPARTMENT OF ATTORNEY GENERAL
Mike Cox, Attorney General

DO-NOT-CALL COMPLAINT FORM

Please be aware of the following:

- Complete this form if you have received a call from a company **after** asking to be placed on their **do-not-call** list.
- Complaints and inquiries become public records when they are submitted to the Attorney General's office, and under the Michigan Freedom of Information Act, copies may be subject to disclosure to anyone who asks for them.
- A copy of the complaint may be sent to the business against whom the complaint is issued. An accurate company Fax number will expedite processing.
- A copy of the complaint may be sent to other governmental agencies.

Consumer Information

Your Last Name: _____ First Name: _____

Your Street Address: _____ City: _____

Your State: _____ Zip Code: _____

Your County: _____

Your Home Phone: _____ Work Phone: _____

Fax Number: _____ E-mail Address: _____

Telephone Solicitor Information

Company Name: _____

Street Address: _____ City: _____

State: _____ Zip Code: _____

County: _____ Phone: _____

Fax Number: _____ E-mail Address: _____

Web Site Address: _____

Date and Time of Call: _____ am pm
(Circle one)

Product or
Service Offered: _____ Name of Caller: _____

Scope of Federal Telephone Consumer Protection Act

If you answer "Yes" to any of the following, Federal law may not allow an enforcement action.

Did you provide prior express invitation or permission for the solicitor to call?

_____ Yes _____ No

Do you have an established business relationship with the solicitor?

_____ Yes _____ No

Did the telemarketer indicate the call was made on behalf of a tax-exempt nonprofit organization?

_____ Yes _____ No

About The Call

1. Residential telephone number the solicitor called: () _____

2. Did you demand to be placed on the do-not-call list? _____ Yes _____ No

Did the caller

Accept your do-not-call request?

_____ Yes _____ No

Say he or she would "take you off the list"?

_____ Yes _____ No

Ask for your name or address?

_____ Yes _____ No

Tell you to call another number to make request? _____ Yes _____ No

Other: _____

3. Did you request a copy of the solicitor's do-not-call policy?

_____ Yes _____ No

4. Have you received a copy of the solicitor's do-not-call policy? (Please provide us with a copy.)

_____ Yes _____ No

5. After telling the telemarketer to put you on their do-not-call list, have you been contacted more than once in a twelve-month period? (Fill out separate complaint for each contact).

_____ Yes _____ No

6. Was the call a recorded message?

_____ Yes _____ No

7. Have you retained the solicitor's phone number or message on your Caller ID or other service?

_____ Yes _____ No

8. Are you willing to testify in court regarding this complaint?

_____ Yes _____ No

9. Are you willing to obtain records related to this call from your telecommunications carrier?

_____ Yes _____ No

Certification

I certify that the information on this form is true and accurate to the best of my knowledge. I consent to releasing to the Michigan Attorney General any information or document relative to the investigation of this complaint.

Your signature: _____ Date: _____

Complaint Detail/Inquiry Information

Describe your problem, what attempts you have made to correct it, and how you would like to have the problem resolved. Use additional sheets if necessary.

[illegible]